

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



June 2, 2004

LCSA LETTER: 04-07

ALL IV-D DIRECTORS

SUBJECT: CCSAS INFORMATION ON THE LCSA SECURE WEBSITE

The purpose of this LCSA letter is to communicate the availability of information on the California Child Support Automation System (CCSAS) that will be posted via the Local Child Support Agency (LCSA) Secure Website. DCSS will be using the secure website to provide selected information on an ongoing basis as new documents, plans and CCSAS updates become available. The first two documents that will be posted on the LCSA secure website are the *CCSAS Project Approach* and the *LCSA Implementation Profile*. This is part of an ongoing effort to communicate the status and progress of the CCSAS effort to LCSA Directors and child support program staff. DCSS hopes that you will find these documents useful in understanding of the CCSAS project within your business environments and in preparation for the implementation of each component of CCSAS.

CCSAS Project Approach

- The purpose of this document is to convey in a single and relatively concise manner the entire approach to development and implementation of the CCSAS . This document is intended to provide the reader with an understanding of how the CCSAS project will unfold, key workload involved, and corresponding timeframes. Moreover, by providing this "Reader's Digest" version of an extremely complex project, the intent is to permit the reader to further understand how the project will impact the current child support business statewide and perhaps more importantly, begin to identify and plan for these impacts within their own business environment.
- The document is organized into four areas representing the high-level Work Breakdown Structure (WBS) and the life cycle processes of the CCSAS CSE project -- Project Management Approach, System Development Approach, System Implementation Approach and Production Support Approach.

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

- The System Implementation Approach section details the implementation approach for the CSE component of the CCSAS project. The approach is designed to build upon existing tools to provide maximum assistance to LCSAs as they transition. This section is organized into eight areas; one provides a high-level view of the transitioning users and functions to the CSE Version 1 and 2 solutions, and the remaining seven correspond to the seven implementation disciplines that govern the overall implementation approach – Site Implementation Management, Change Management, Data Conversion, User Training, Local Interfaces, Site Set-up and Support, and Hardware and Software Installation.

LCSA Implementation Profile

- This document provides the Director of each LCSA a preliminary outline of the specific impacts on their agency resulting from implementation of CCSAS. The intent is that this document is to assist each Director in determining how the CCSAS project implementation will impact them locally, thereby enabling initial planning for these impacts within their own business environment.
- This document is organized into three areas representing the high-level implementation WBS -- Common Implementation Processes (Applying to both Version 1 and Version 2), CSE Version 1 Implementation and CSE Version 2 Implementation (as proposed).

The next posting on the secure website will be the final version of the *Governance and Communication Structure for LCSA Participation in CCSAS Development and Implementation*. This document provides a roadmap for participation of LCSAs in the development and implementation of CCSAS. DCSS is working closely with the CSDA Board of Directors and the CSDA CCSAS Automation Committee to identify points of coordination with CSDA. This will allow DCSS to align CSDA leads with the DCSS point persons in each of the major functional areas of CCSAS providing a coordinated approach for communication and input from LCSAs. DCSS will update the Governance document once we have finalized the alignment of CSDA, DCSS and CCSAS Project resources. This alignment will make clear who the functional CSDA representatives are in each area and where LCSA's questions or issues can be channeled.

Additionally, a CCSAS newsletter is being developed that will serve as a means of sharing important information on project development, management, and implementation of CCSAS. Its intent is to assist and further inform LCSAs on the project's activities and LCSA impacts. The CCSAS Newsletter will be posted on the LCSA Secure website.

Participation of LCSAs is of vital importance to ensure that the CCSAS system meets the needs of local users and results in enhanced program performance. DCSS hopes that communication using the secure website will address LCSA informational needs

and help prepare LCSAs for the roll out of Statewide Services, ARS/CASES Changes, SDU implementation and ultimately CCSAS Version Two implementation.

Instructions for accessing the LCSA Secure Website are attached for your reference. When new information is posted on the website, an e-mail will be sent to alert LCSA Directors. If you have suggestions or comments regarding the provision of information via the secure website, please contact Bill Otterbeck at (916) 464-5496 or by e-mail at bill.otterbeck@dcss.ca.gov.

Sincerely,



BILL OTTERBECK
Regional Administrator/CCSAS Change Management

LCSA Secure Website Procedures DCSS CCSAS Project Documents Only

The Department of Child Support Services (DCSS) has established a new link on the LCSA Secure Website for CCSAS Project-related documents. The documents are available to IV-D Directors only but can be sent as an attachment to LCSA staff as appropriate.

LCSA Secure Website Accounts

Accounts have been set up for LCSA IV-D directors and DCSS Leadership team members to view CCSAS documentation.

Account Set Up

The following screen shot is an example of a portion of the LCSA Secure Website home page for all users who are IV-D Directors and DCSS Leadership team members.

This example uses a red arrow to indicate the link for the [DCSS CCSAS Project Documents](#).

California Home Wednesday, March 17, 2004

Welcome to California

DCSS Public Website
DCSS LCSA Website
User Access
DCSS Data Retrieval
What's New Mgmt
Contact Us
Log Out

Supporting California's Children

VeriSign Secure Site

Welcome To The DCSS
LCSA Secure Website!

This website is exclusively used for the LCSAs in the State of California. This is not a public site.

County Secure

What's New

More... | Want a new entry?

David Bujold from DCSS

The following various web pages can be currently accessed:

- [DCSS CCSAS Project Documents](#)
This area contains documents developed by DCSS for the LCSA Directors pertaining to the statewide automation project, CCSAS.
- [Data Reliability Audit 2003 Sample Case Listings](#)
This area contains the sample case listings that will be used by the Office of Child Support Enforcement (OCSE), Office of Audits, to conduct the annual review of California's data submitted on the CS 157 report and used to determine performance and incentives.
 - [One list represents the 201 cases the federal auditors will be reviewing for Lines 1, 2, 5, 6, 9, 24, 25, 28 and 29.](#)
 - [The other list represents the 50 paternity cases to be reviewed.](#)
- [Program Performance And Statistical Report 2001](#)
This report is submitted to meet the requirements of Family Code Sections 17600 and 17602 requiring DCSS to adopt and report on performance standards for local child support agencies.

LCSA Secure Website homepage as seen by IV-D Directors and DCSS Leadership Team members.

Distribution of CCSAS documentation

You can easily distribute a CCSAS document via email by performing the following steps:

1. Click on the link for the desired document (such as [DCSS CCSAS Project Documents](#)). This will display the document in a new and separate browser window.
2. In the new browser window click on the toolbar items **File** then **Send** and then **Page by Email ...**. This will display a **Microsoft Outlook Email Dialogue Box**. An icon will be displayed in the email representing the attached document you are sending.
3. Enter the name(s) you want to send the document to in the **To** field, the **Subject** and optionally enter in your email message to accompany the attachment..
4. Click **Send**.

New Account Set Up

If you are a new user to the LCSA Secure Website you will receive the following email for logon instructions:

Sample of an email sent to all new LCSA Secure Website users.

Subject: New County Website Account

You now have a new account with DCSS.

Here is your username: 00aaaaaa

Here is your password: purple

Instructions

1. Access the county website:
 - a) if you are accessing the website from the internet:
<https://counties.dcss.ca.gov>
 - b) if you are accessing the website from the DCSS intranet: <https://counties>
2. Type in your login id. (00aaaaaa)
3. The Change Password web page will appear, and you will type in the following:
old password = purple
new password = <your new password>
confirm password = <your new password>
4. You will receive a message noting that your password has changed. They you will click on the <Continue> hyperlink.
5. The Login web page will appear again. You will need to type in your login id and new password, then press the <Login> command button.
6. The county website will be displayed. Here, you must access the DCSS Data Retrieval Web Page by clicking the <DCSS Data Retrieval> hyperlink.
7. On the DCSS Data Retrieval web page, you can now access the following web applications provided (depending on your privileges).

Also, if you have any problems logging in, please contact the County Website User Administrator at (916) 464-5332.

Thank you!

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A **username** consist of the 2 digit county code followed by the users first name then last name.

No spaces are permitted. The county code for DCSS staff is 91. Example: 01firstnamelastname.

Passwords

Passwords are not in sync with other passwords and do not have to be renewed on a regular basis.

Passwords are case sensitive and can not include / ? ! . - .